



Weekly Update

Below is a brief summary of activities in the 311 Center for the period of October 28, 2011 through November 3, 2011.

Total Calls Handled – 2,376

Total Service Requests – 400

Telephone Wrap-up Data

At the end of each call the 311 staff selects the appropriate Category/Department for the call. The table reflects the activity for the past week.

Weekly Telephone Wrap Up Data	
Category/Department	Total
Administrative Services -Parking	130
Administrative Services -Finance	47
Administrative Services -HR	41
Administrative Services - Other	147
Call Transfer	116
City Manager's Office	38
ComDev / Economic Development	64
ComDev/ Bldg Inspections	237
ComDev / Housing Rehab	13
ComDev / Planning/Zoning	31
Directions	53
Engineering	5
Fire Life Safety	47
GovQA Request	174
Health	75
Information	425
Law	3
Library	2
Mayor's Office	9
Other	190
Other – Social Services	51
Parks/Recreation	96
Police	120
Public Works / Fleet	3
Public Works / Street Sanitation	104
Public Works / Transportation	61
Utilities	94
TOTAL	2,376

Top 5 Service Requests

Total

Most requested service requests (Source: Gov QA- Open/Closed)

1. Building Permit Inspection Request	77
2. Trash Cart – Special Pick-Up	52
3. Broken Parking Meter	28
4. Recycling – Missed Pickup	23
5. Water Bill – Final Bill or Final Move Out	11